



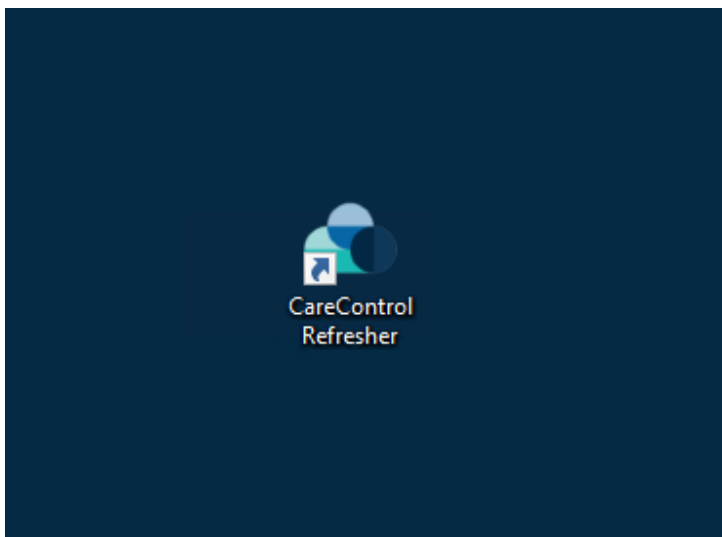
Virtual machine troubleshooting

A step by step guide

Purpose of this guide

If you are having issues with your VM i.e. you are getting error messages, the application is crashing or is advising it requires an update you can perform the following steps to try and resolve it

- **Step 1 – make sure that Care Control is not running.**
- **Step 2 – Find and open the Care Control Refresher on your desktop, it looks like this.**

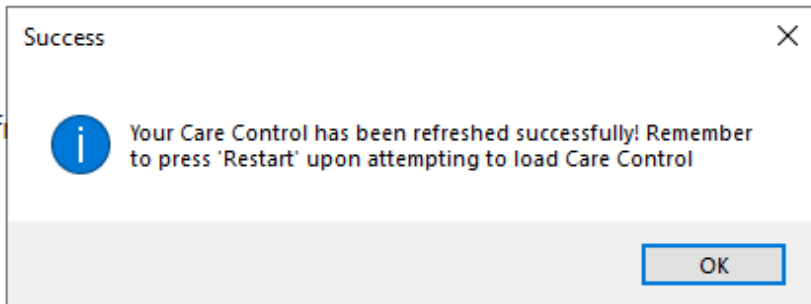


- **Step 3 – Once open click on this button.**

[Click here to refresh Care Control](#)



- **You will get a successful message like so -**



- **Step 4 – When you load into Care Control it will fail to open, press 'Restart Care Control' which is the option on the bottom right hand corner.**
- **After this your Care Control should now login successfully.**